



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Frontier Communications - Prairie, Inc.
for quarter ending June 30, 2005

Performance Data	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	6.01	6.09	6.24	6.11
B. Operator Answer Time - Information [730.510(a)(1)]	5.49	5.20	5.72	5.47
C. Repair Office Answer Time [730.510(b)(1)]	6.00	6.00	18.00	10.00
D. Business or Customer Service Answer Time [730.510(b)(1)]	5.00	13.00	9.00	9.00
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	0.00% *	0.00% *	0.00% *	0.00% *
G. Trouble Reports per 100 Access Lines [730.545(a)]	2.10	1.20	2.10	1.80
H. Percent Repeat Trouble Reports [730.545(c)]	0.00%	0.00%	0.00%	0.00%
I. Percent of Installation Trouble Reports [730.545(f)]	11.10%	21.40% *	18.20%	16.90%
J. Missed Repair Appointments [730.545(h)]	0	0	4	1
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments



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